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WEST BANK/GAZA

FACT SHEET

DEMOCRACY AND GOVERNANCE OFFICE

PROJECT PROFILE

Palestinian Authority Capacity Enhancement (PACE)

JUNE 2010



Centers of Excellence training for Ministry of Telecommunication and Information Technology (MTIT)

CHALLENGES

- The unpredictable political environment affects the future governance of the Palestinian territories.
- The Palestinian Legislative Council is in suspension resulting in minimal public input into policy making.
- Changes in leadership as a result of government re-shuffle places additional challenges on project implementation.
- Increased interest in quick fixes to improve service delivery at the expense of longer-term activities to build institutional capacity.

Project Overview

The Palestinian Authority Capacity Enhancement program (PACE) aims to strengthen the institutional capacity of targeted Palestinian Authority (PA) ministries and institutions in the delivery of key services to their constituents, in an effort to help key ministries and the PA prepare for eventual statehood. Specifically, PACE supports improvements in service delivery, financial and human resource management, and accountability and transparency.

Goals

- Improved delivery of services by targeted PA ministries and institutions that result in immediate tangible benefits to citizens.
- Enhanced and sustained capacity of PA institutions.
- Strengthened public communications about, and participation in, PA decision making.

Activities

PACE will provide technical and advisory support to targeted PA institutions to upgrade capabilities, improve management skills, improve citizen services, and enhance the performance of the public sector institutions and skills of civil servants. Assistance will utilize the Centers of Excellence (COE) methodology in which facilitated self-assessments will lead to a reform vision and a capacity-development plan for each PA partner.

These plans, devised by COE teams composed of mid-level civil servants from each PA partner institution, will emphasize 'bottom-up' reform driven from within. Ultimately, COE will provide Palestinian civil servants with the *understanding* of best practices, the *motivation* to effect change, and the *means* to do so.

Successes

- Allocated postal code numbers to the entire West Bank following the creation of sectors based on municipalities and neighborhoods to assist in the development of a universal postal system.
- Renovated the Palestinian Land Authority facility in Jenin, Property Tax Department facility in Hebron, Licensing Bureau in Ramallah, Road Repair Facility in Hebron, and began work at other facilities across the West Bank belonging to different targeted ministries.
- Reduced the application process time for national IDs, birth records, death certificates, and other core services from 15 days to 20 minutes at the Tubas,



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PACE team advisor shares the new floor plan for upgrading the Palestinian Land Authority branch office in Nablus

CONTACT INFO

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Howara, and Bedia Civil Affairs Department through the creative use of IT equipment.

- Developed operating procedure manuals for the Property Tax Department, Civil Affairs Department, Passport Directorate, Road Repair Unit, and Income Tax Department.
- Launched a comprehensive public outreach campaign for the Ministry of Finance to promote a discount to increase property tax payments and another campaign for the Ministry of Transportation to promote the use of taxi meters.
- Installed more than 350 informational and school zone road signs to promote traffic safety.
- More than 2,400 participants have taken part in public meetings with government officials conducted by PACE funded CSOs.
- More than 1000 participants attended PACE trainings to improve leadership, IT skills, customer service, management, training, and administration.
- Formed Center of Excellence teams in all five targeted ministries, completed training for all teams, and neared completion of the self-assessment process.
- Delivered IT equipment to the Higher Council of Traffic to assist in the promotion of traffic safety.
- Created Road Standards Manuals to unify the design, materials, and process involved in road construction.
- Provided advanced GIS training to 12 Ministry of Public Works and Housing to enhance their capacity to monitor the state of infrastructure and plan repair and maintenance.
- Produced an Affordable Housing Policy that was adopted by the Ministry of Public Works and Housing that led to an agreement between the Ministry and a construction company to construct homes.
- Operationalized Road Repair Units in Hebron, Nablus, and Ramallah which led to the repair of more than 40 kilometers of road, along with the clearing of a number of culverts and drains.

Project Detail

Implementing Partner: Chemonics; Life of Project: 09/26/2008-09/26/2011; Total Estimated Cost: \$20,000,000.